

# New User Login/Training Plan Instructions

**AZTRAIN**



# LEARNER OBJECTIVES

1. IDENTIFY THE STEPS TO REQUEST A NEW USER FOR TRAIN
2. IDENTIFY THE STEPS TO SUCCESSFULLY COMPLETE THE NEW EMPLOYEE LEARNING PLAN
3. KNOW WHERE TO GET HELP

# User Request through WIC Service Desk

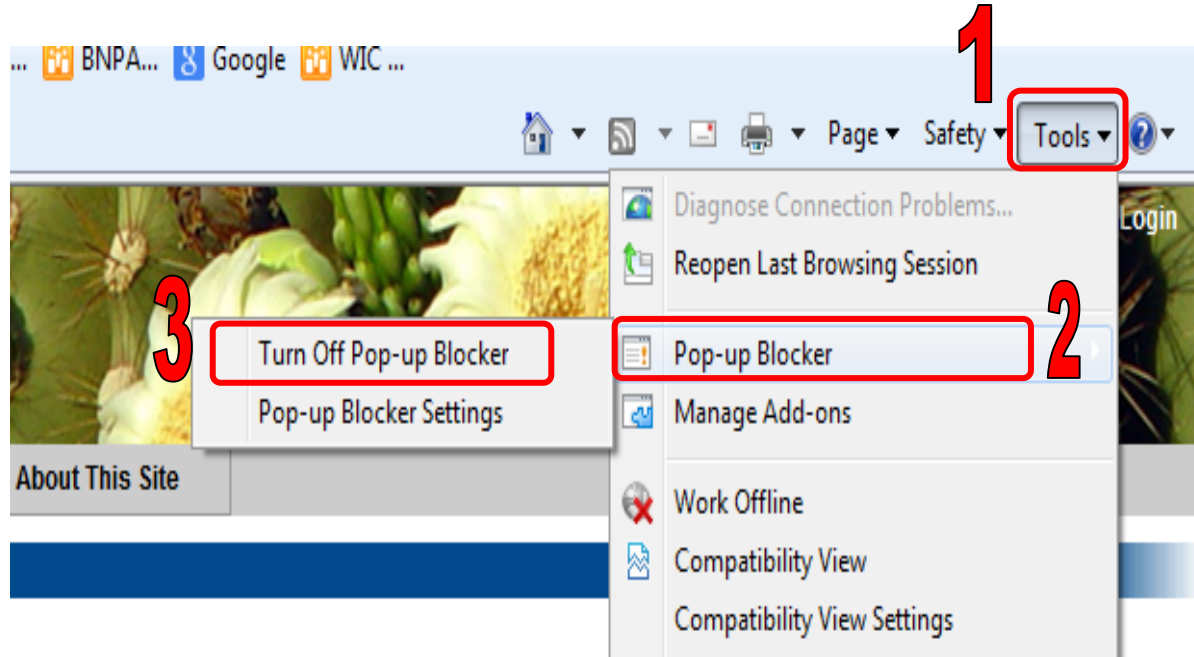
**Email: WIC Service Desk – [wicservicedesk@azdhs.gov](mailto:wicservicedesk@azdhs.gov)**

**Subject:** New TRAIN Account Request for (Local Agency Name)

- First Name
- Last Name
- Active Directory/Citrix Username: (Must Be Requested Prior to LMS Request)
- Email Address
- Local Agency
- Phone Number
- Supervisor/Trainer: (Include All Possible Supervisor/Trainer's)
- Job Title
- Start Date
- Requestor Name

# Pop-Up Blocker

**\*\*NOTE: Before you login, please make sure that your Pop-up Blocker is turned off. You will not be able access the courses without turning this functionality off\*\***



# First Time Account Login

**Log into the TRAIN System using your Username\* and Password\*\***

**\*User Name:** WIC Local Agencies & ADHS Staff-User Name is “azwic” all lowercase followed by your Citrix Username

**Example of username:** azwicjdoe

**\*\*Password:** 123456

If you forget your password at any time, click on the ‘*Forgot Login Name/Password*’ link and your password will be sent to you via email.

The screenshot shows the TRAIN System login interface. It includes a 'Login Name' field, a 'Password' field, a 'LOGIN' button, a 'Remember My Login Credentials' checkbox, a 'Forgot Login Name/Password' link, a '-OR-' separator, a 'JOIN' button, and a footer link 'To add your course to TRAIN: Become a Course Provider'. Three yellow callout boxes provide instructions: one pointing to the 'Login Name' field with the text 'Type in azwic followed by CITRIX USER NAME', one pointing to the 'Password' field with the text 'Password = 123456', and one pointing to the 'LOGIN' button with the text 'CLICK'.

Type in azwic followed by CITRIX USER NAME

Login Name

Password

CLICK

LOGIN

☐ Remember My Login Credentials

[Forgot Login Name/Password](#)

-OR-

JOIN

To add your course to TRAIN: [Become a Course Provider](#)

# First Time Account Login

When you login for the first time you will be asked a few set-up questions:

- a) Click the Check Box for **“I agree to these TRAIN Policies”**
- b) Select a **‘Password Question’** and **‘Provide an Answer’**  
(NOTE: This information is only viewable to the User)
- c) Click **‘NEXT’**

Please complete the following information regarding your account.

\* = required fields.

## TRAIN Policies

Please read the following TRAIN policies carefully. If you agree to these policies, check the box below. Note: You must agree to these policies to be able to access the TRAIN website.

1. [General Policies and Liability Terms](#)
2. [Confidentiality Statement](#)
3. [Learner Rights and Responsibilities](#)
4. [Course Provider Rights and Responsibilities](#)
5. [Definitions](#)

☐ I agree to these TRAIN policies \*

a. CLICK

## Password Questions

Please choose your secret question and provide a ONE WORD answer. You will be asked this question if you forget your password.

Question:\*

Select Question.

b. Select Question

Answer:\*

b. Provide Answer

c. CLICK

Next

Cancel

# First Time Account Login

Ensure that all of your User Information is correct and all **fields** which have a **Red Star (\*)** by them **MUST BE** filled in.

- **Notice:** in this example **“Title”** has not been filled in.

All Fields must be filled in order to move forward.

You are required to enter some information about yourself at first login.  
\* = required fields.

Login Name:		
First Name: *	John	
Last Name: *	Doe	
Title: *		
Department / Division: *	WIC	
Address 1: *	1111 Sesame St.	
City / Township / Town: *	Phoenix	
Country: *	United States	
County: *	Maricopa	
Telephone (daytime): *	800-432-7220	
Telephone (evening):		
	i.e. 123-456-7890	
Fax:		
Middle Name:		
Email: *	JohnDoe@azdhs.gov	
Organization name: *	WIC	
Bureau/ Section:	WIC	
Address 2:		
State / Territory: *	Arizona	
Zip code / Postal code: *	85007	
Extension:		
Mobile:		
Pager:		

**NOTICE:** Possible answers include: Mr., Ms. Mrs., Dr., Miss

# First Time Account Login

Now the information is complete and you can move forward.

**\*\*Once all fields are correct click 'NEXT'\*\***

You are required to enter some information about yourself at first login.

\* = required fields.

Login Name:			
First Name: *	John		
Last Name: *	Doe		
Title: *	Mr.		
Department / Division: *	WIC		
Address 1: *	1111 Sesame St.		
City / Township / Town: *	Phoenix		
Country: *	United States		
County: *	Maricopa		
Telephone (daytime): *	800-432-7220		
Telephone (evening):			
	i.e. 123-456-7890		
Fax:			
Middle Name:			
Email: *	JohnDoe@azdhs.gov		
Organization name: *	WIC		
Bureau/ Section:	WIC		
Address 2:			
State / Territory: *	Arizona		
Zip code / Postal code: *	85007		
Extension:			
Mobile:			
Pager:			

CORRECTED

CLICK

Next

Cancel



# First Time Account Login

Select **'Public Health Official'** and click **'NEXT'**

Please complete the following information regarding your account.

\* = required fields.

Please take a minute to review all roles before making your selection.

Please select up to three (3) Professional Roles that best match your profession, and select Specialization where available.

If the "Other" option is selected, please enter specialization.

Professional Role	Value
<input type="checkbox"/> Physician	Select
<input type="checkbox"/> Non-Physician Clinician	Select
<input type="checkbox"/> Policy / Planner	
<input type="checkbox"/> Program Specialist	
<input type="checkbox"/> Public Health Official	
<input type="checkbox"/> Public Relations / Media Specialist	
<input type="checkbox"/> Researcher / Analyst	
<input type="checkbox"/> Student	
<input type="checkbox"/> Teacher / Faculty	
<input type="checkbox"/> Volunteer	
<input type="checkbox"/> Other (specify) _____	

SELECT

Please be aware that you will need to scroll to the bottom of the list.

CLICK

Next Cancel

# First Time Account Login

Click **'OTHER'** type **'WIC'** into the open box and click **'NEXT'**

Please complete the following information regarding your account.

\* = required fields.

Please select up to three (3) Work Settings that best fit your work environment. Choose Subcategories where applicable.

Work Settings	Value
<input type="checkbox"/> Academic / Educational Institution	Select ▼
<input type="checkbox"/> Official Public Health Agencies	Select ▼
<input type="checkbox"/> Military	
<input type="checkbox"/> Other Government Agencies (except Military)	
<input type="checkbox"/> Healthcare Services	Select ▼
<input type="checkbox"/> Indian Health Service	
<input type="checkbox"/> Tribal Health Sites	
<input type="checkbox"/> Non-Profit Organization (except Healthcare)	
<input type="checkbox"/> Private Industry (except Healthcare)	
<input type="checkbox"/> Other (specify)	WIC

SELECT

Type 'WIC' in  
this space

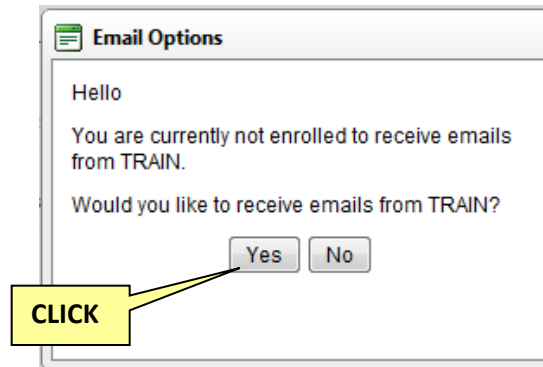
CLICK

Next

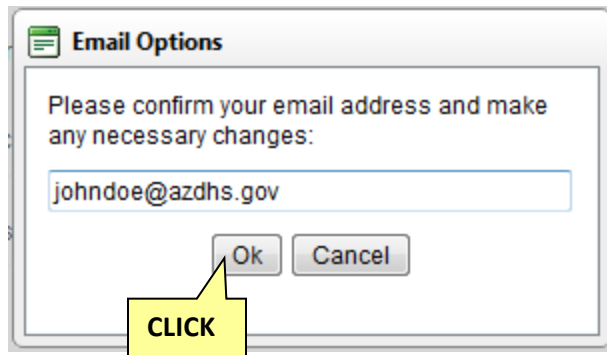
Cancel

# First Time Account Login

- Click **'YES'** when asked about emails from TRAIN



- Confirm your **email address** then click **'OK'**



# Training Plans

The next step is to access and launch the New Employee Training Plan. From the '**Dashboard**' table on the right side of the home page, click '**My Training Plans**'.

My Action Items

My Learning

Course Name	Status	Format
FFY2013 Civil Rights Online Course - In Progress Arizona WIC		Web-based Training - Self-study

TRAIN Transcript Archived Courses Current Courses

My Certificates

My Training Plans

My Surveys

My Links

# Training Plans

This is where all your currently assigned Training Plans will be located.

**CLICK 'View All Training Plans'**

The screenshot shows a sidebar menu on the left with the following items: My Action Items, My Learning, My Certificates, My Training Plans (expanded), My Surveys, and My Links. The 'My Training Plans' section is expanded, revealing a table with the following data:

Training Plan Name	Status	Date Started	Date Due
Hematology Online Training Plan	Completed	Not started	
Infant Nutrition Online Training Plan	Completed	Not started	
PCS: Setting the Stage Training Plan	Completed	Not started	
Post Partum Nutrition Training Plan	Completed	Not started	
Pre Natal Nutrition Training Plan	Completed	Not started	
WIC Listens - Employee Training - REQUIRED - AZ	Completed	Not started	

Below the table, there are two buttons: 'View All My Training Plans' (highlighted with a red border and a yellow callout box labeled 'CLICK') and 'Find More Training Plans'.

# My Training Plans

You will be brought to the *My Training Plan* page where you can see all of your assigned training plans.











New employees will notice their completion status is “Not Started”.

My Training Plan					
= Added Manually  = Added By Administrator  = Manage course registration					
<b>Tip:</b> To sort by any column, click the column heading. Or use <a href="#">default order</a>					
<b>Tip:</b> You must register for each course within the training plan by clicking on the title.					
	Course Title	Format	Target Completion	Status	Completion date
	<b>Anthropometrics Online Training Plan</b>	Training Plan	Set		
	Anthropometrics Online Course Pre-Test - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Anthropometrics Online Course - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Anthropometrics Post Test Attempt 1 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Anthropometrics Post Test Attempt 2 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Anthropometrics Post Test Attempt 3 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	<b>Baby Behavior's Online Training Plan</b>	Training Plan	Set		
	Baby Behavior's Online Pre Test - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Baby Behavior's Online Course - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Baby Behavior's Post Test Attempt 1 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Baby Behavior's Post Test Attempt 2 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Baby Behavior's Post Test Attempt 3 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	<b>Basic Nutrition Online Training Plan</b>	Training Plan	Set		

Notice

# New Employee Training Plan

Find the New Employee Learning Plan - Click the first course title to move to the Course Details Page.

New Employee Learning Plan - Arizona WIC		Training Plan	Set		
	Civil Rights New Employee Online Course - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	FFY2013 Civil Rights Online Course - Arizona WIC (optional)	Web-based Training - Self-study	-	Completed	4/15/2013
	WIC 101 - Introduction to WIC Online Course - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	AIM101: Intro to AIM Course - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	AIM101: Intro to AIM Course Final Exam - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Breastfeeding Online Pre Test - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Breastfeeding - Online Course - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Breastfeeding Post Test Attempt 1 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Breastfeeding Post Test Attempt 2 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Breastfeeding Post Test Attempt 3 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	

CLICK

# Civil Rights Course

Click the 'Registration Tab'

**Course Details**

**Civil Rights New Employee Online Course - Arizona WIC** [Back](#)

Course Details [Contacts](#) [Registration](#) [Reviews](#)

Course ID:	1040978
Format:	Web-based (Online)
Clinical / Non-Clinical:	Non Clinical
Course Number:	Civil Rights New Employee Online Course
Cost (US\$):	0.00
Credit Type(s):	1.5 CEU/CE
Certificate:	

Select 'CEU/CE' and click 'Launch'

**Course Details**

**Civil Rights New Employee Online Course - Arizona WIC** [Back](#)

Course Details [Contacts](#) [Registration](#) [Reviews](#)

Select Credit Type:

**1. SELECT**

To launch this course, click on the 'Launch' button.  
Note that this course will be added to 'My Learning' after you click the button.

**2. CLICK**

[Launch](#)

[Back](#) [Find other courses like this](#)



# Civil Rights Course

After the course closes it will bring you back to the page shown below: “Please click [here](#) to return to course details page.”

Thank you for launching the course, Civil Rights New Employee Online Course - Arizona WIC. Please click [here](#) to return to the course details page.

CLICK

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Click ‘**Back**’ to return to the Training Plan Page







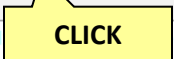






Back

Find other courses like this

CLICK

# Civil Rights Course






Notice Training Plan Page has an updated Status for each of the completed courses. Continue on through the plan until Full Completion of the Training Plan.

New Employee Learning Plan - Arizona WIC		Training Plan	Set		
	 Civil Rights New Employee Online Course - Arizona WIC (optional)	Web-based Training - Self-study	-	Completed	6/13/2013
	 FFY2013 Civil Rights Online Course - Arizona WIC (optional)	Web-based Training - Self-study	-	Notice	013
	WIC 101 - Introduction to WIC Online Course - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	AIM101  - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	AIM101: Intro to AIM Course Final Exam - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Breastfeeding Online Pre Test - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Breastfeeding - Online Course - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Breastfeeding Post Test Attempt 1 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Breastfeeding Post Test Attempt 2 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Breastfeeding Post Test Attempt 3 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	

# Pre through Post Test Training Plans

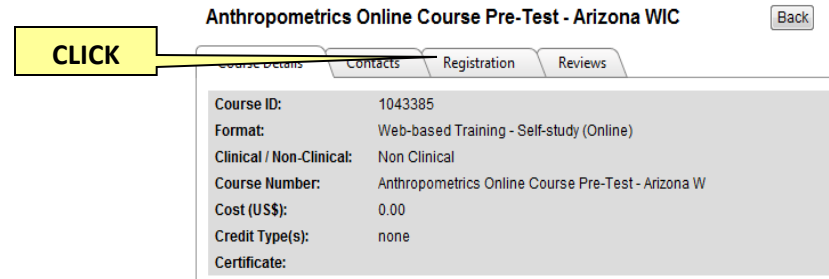
Most Learning Plans require the learner to complete a pre-test, the course and a post-test for the Training Plan to be considered complete.

-To begin, click 'Anthropometrics Online Course Pre-Test'

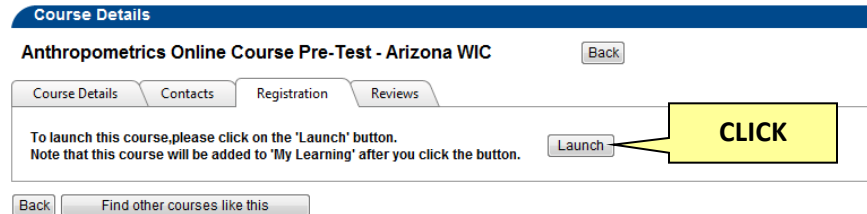
	Course Title	CLICK to Begin Training Plan	Format	Target Completion	Status	Completion date
	Anthropometrics Online Training Plan		Training Plan	Set		
	<a href="#">Anthropometrics Online Course Pre-Test - Arizona WIC (optional)</a>		Web-based Training - Self-study	-	Not Started	
	<a href="#">Anthropometrics Online Course - Arizona WIC (optional)</a>		Web-based Training - Self-study	-	Not Started	
	<a href="#">Anthropometrics Post Test Attempt 1 - Arizona WIC (optional)</a>		Web-based Training - Self-study	-	Not Started	
	<a href="#">Anthropometrics Post Test Attempt 2 - Arizona WIC (optional)</a>		Web-based Training - Self-study	-	Not Started	
	<a href="#">Anthropometrics Post Test Attempt 3 - Arizona WIC (optional)</a>		Web-based Training - Self-study	-	Not Started	

# Pre through Post Test Training Plans

CLICK 'Registration' tab –



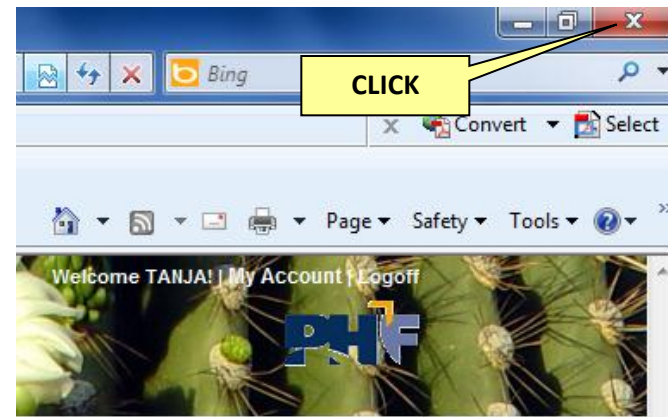
CLICK 'Launch' –



CLOSE Pop-Up Window –

**Note: This Pop-Up confirms the computer's ability to access the assessment.**

**Close to gain access to the Assessment.**



# Pre through Post Test Training Plans

CLICK 'Assessment' –

Course Details

Anthropometrics Online Course Pre-Test - Arizona WIC [Back](#)

Course Details Contacts Registration Reviews

To complete the course you need to take 'Anthropometrics Test - Arizona WIC' assessment. Please click the button 'Assessment' to start the assessment.

Assessment **CLICK**

[Back](#) [Find other courses like this](#)

CLICK 'Start Assessment' –

Anthropometrics Test - Arizona WIC

Click 'Start Assessment' button to start the assessment.

Please note: the number of attempts you have to complete the pre-assessment may be limited. If you are unable to complete the pre-assessment for any reason (such as technical error, power outage, exiting the window prematurely, etc.) and TRAIN will not re-open the pre-assessment when prompted, please withdraw from the course and re-register.

(140)

Start Assessment **CLICK**

NOTICE Assessment Score–

Anthropometrics Test - Arizona WIC

We're sorry, but you have failed the assessment. There are no additional attempts remaining for you to pass the assessment. If you would like to take this assessment again, please re-register for the course. (1317)

Assessment Statistics

Your Score:	17.4 points
Minimal Passing Score:	80 points
Total Questions:	17
Correct Answers:	3 ( 17% )




**Notice**

[Close](#)

# Pre through Post Test Training Plans







After Completing the Pre-Test, click 'Anthropometrics Online Course'

## My Training Plan

 = Added Manually  = Added By Administrator  = Manage course registration

**Tip:** To sort by any column, click the column heading. Or use default order

**Tip:** You must register for each course within the training plan by clicking on the title.

	Course Title	Format	Target Completion	Status	Completion date
	<b>Anthropometrics Online Training Plan</b>	Training Plan	Set		
	 Anthropometrics Online Course Pre-Test - Arizona WIC (optional)	Web-based Training - Self-study	-	Completed	6/19/2013
	 Anthropometrics Online Course - Arizona WIC (optional) <b>CLICK</b>	Web-based Training - Self-study	-	Not Started	
	 Anthropometrics Post Test Attempt 1 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	 Anthropometrics Post Test Attempt 2 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	 Anthropometrics Post Test Attempt 3 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	

# Pre through Post Test Training Plans

Select '**CEU/CE**' – CLICK '**Launch**'

**Course Details**

**Anthropometrics Online Course - Arizona WIC** [Back](#)

[Course Details](#) [Contacts](#) [Registration](#) [Reviews](#)

Select Credit Type:

To launch this course, select the credit type from the dropdown menu and click the Launch button. Note that this course will be added to 'My Learning' after you click the button.

[Back](#) [Find other courses like this](#)

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# Pre through Post Test Training Plans

Click '**Next**' Through the Course





# Pre through Post Test Training Plans

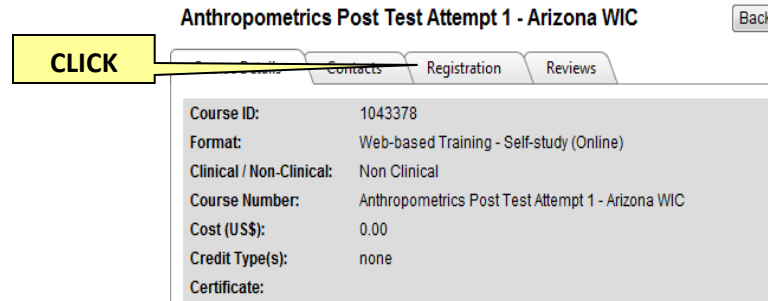
Click **'Anthropometrics Post Test Attempt 1'** from the Training Plan

My Training Plan					
= Added Manually  = Added By Administrator  = Manage course registration					
<b>Tip:</b> To sort by any column, click the column heading. Or use default order					
<b>Tip:</b> You must register for each course within the training plan by clicking on the title.					
	Course Title	Format	Target Completion	Status	Completion date
	<b>Anthropometrics Online Training Plan</b>	Training Plan	Set		
	Anthropometrics Online Course Pre-Test - Arizona WIC (optional)	Web-based Training - Self-study	-	Completed	6/19/2013
	Anthropometrics Online Course - Arizona WIC (optional)	Web-based Training - Self-study	-	Completed	6/19/2013
	Anthropometrics Post Test Attempt 1 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Anthropometrics Post Test Attempt 2 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Anthropometrics Post Test Attempt 3 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	

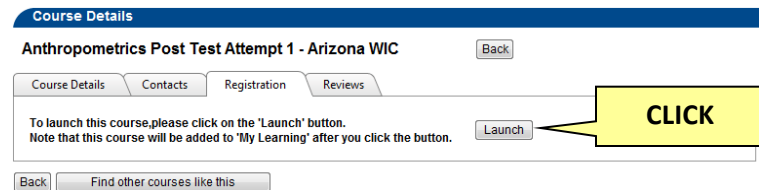
CLICK

# Pre through Post Test Training Plans

CLICK 'Registration' –



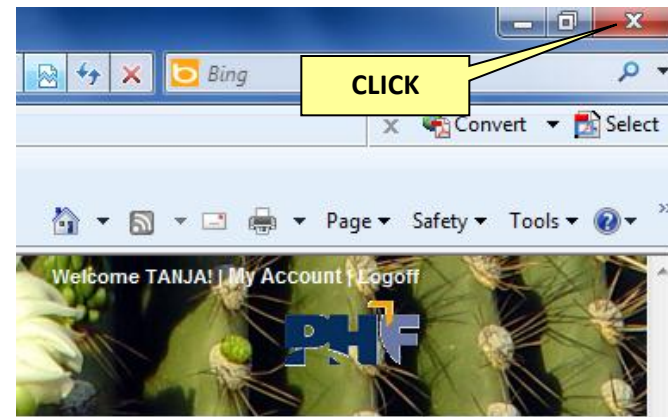
CLICK 'Launch' –



CLOSE Pop-Up Window –

**Note: This Pop-Up confirms the computer's ability to access the assessment.**

**Close to gain access to the Assessment.**



# Pre through Post Test Training Plans

CLICK 'Assessment' –

Course Details

Anthropometrics Post Test Attempt 1 - Arizona WIC [Back](#)

Course Details Contacts Registration Reviews

To complete the course you need to take 'Anthropometrics Test - Arizona WIC' assessment. Please click the button 'Assessment' to start the assessment.

[Assessment](#) **CLICK**

[Back](#) [Find other courses like this](#)

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CLICK 'Start Assessment' –

Anthropometrics Test - Arizona WIC

Click 'Start Assessment' button to start the assessment.

Please note: the number of attempts you have to complete the pre-assessment may be limited. If you are unable to complete the pre-assessment for any reason (such as technical error, power outage, exiting the window prematurely, etc.) and TRAIN will not re-open the pre-assessment when prompted, please withdraw from the course and re-register.

(140)

[Start Assessment](#) **CLICK**

NOTICE Assessment Score–

Anthropometrics Test - Arizona WIC

The assessment is finished.

Please note: the number of attempts you have to complete the pre-assessment may be limited. If you are unable to complete the pre-assessment for any reason (such as technical error, power outage, exiting the window prematurely, etc.) and TRAIN will not re-open the pre-assessment when prompted, please withdraw from the course and re-register.

(141)

Assessment Statistics

Your Score:	100 points
Minimal Passing Score:	80 points
Total Questions:	17
Correct Answers:	17 ( 100% )

**Notice**

[Close](#)

# Pre through Post Test Training Plans

Click **'Anthropometrics Post Test Attempt 1'** from the Training Plan

My Training Plan					
= Added Manually  = Added By Administrator  = Manage course registration					
<b>Tip:</b> To sort by any column, click the column heading. Or use default order					
<b>Tip:</b> You must register for each course within the training plan by clicking on the title.					
	Course Title	Format	Target Completion	Status	Completion date
	<b>Anthropometrics Online Training Plan</b>	Training Plan	Set		
	Anthropometrics Online Course Pre-Test - Arizona WIC (optional)	Web-based Training - Self-study	-	Completed	6/19/2013
	Anthropometrics Online Course - Arizona WIC (optional)	Web-based Training - Self-study	-	Completed	6/19/2013
	Anthropometrics Post Test Attempt 1 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Anthropometrics Post Test Attempt 2 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Anthropometrics Post Test Attempt 3 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	




CLICK

# Pre through Post Test Training Plans

## CONGRATULATIONS









You have now completed the Training Plan!!!

### My Training Plan

 = Added Manually  = Added By Administrator  = Manage course registration

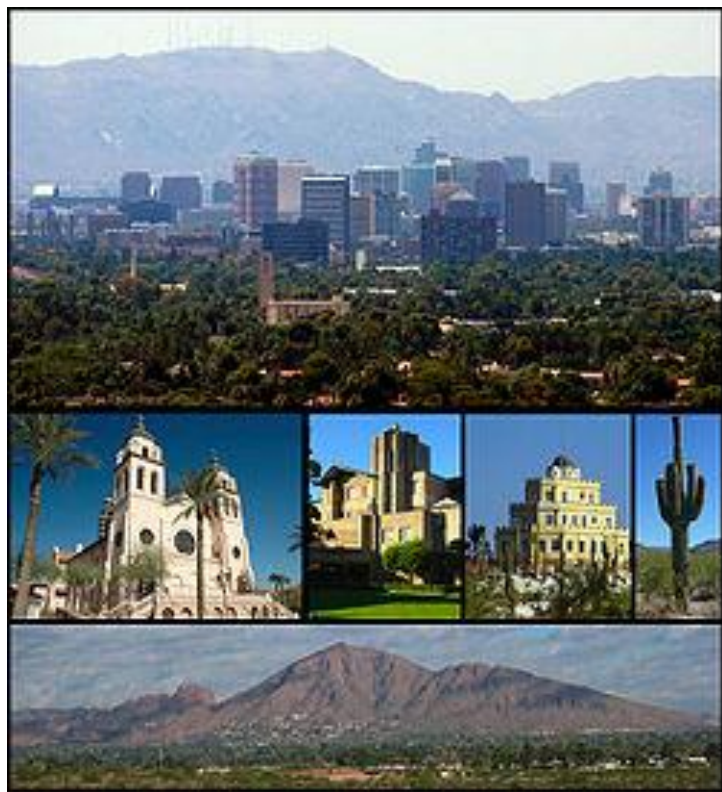
**Tip:** To sort by any column, click the column heading. Or use default order

**Tip:** You must register for each course within the training plan by clicking on the title.

	Course Title	Format	Target Completion	Status	Completion date
	<b>Anthropometrics Online Training Plan</b>	Training Plan	Set		
 	Anthropometrics Online Course Pre-Test - Arizona WIC (optional)	Web-based Training - Self-study	-	Completed	6/19/2013
 	Anthropometrics Online Course - Arizona WIC (optional)	Web-based Training - Self-study	-	Completed	6/19/2013
 	Anthropometrics Post Test Attempt 1 - Arizona WIC (optional)	Web-based Training - Self-study	-	Completed	6/19/2013
	Anthropometrics Post Test Attempt 2 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	
	Anthropometrics Post Test Attempt 3 - Arizona WIC (optional)	Web-based Training - Self-study	-	Not Started	

**NOTICE**

# Contact



If you have any issues  
completing the TRAIN  
registration or taking any  
Online Course please contact  
the  
**WIC Service Desk**

**[WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov)**

**1-855-432-7220, opt 2**